

RFP 2000-19

REQUEST FOR PROPOSAL 9-1-1 TELEPHONE SYSTEM

INTRODUCTION

The Albemarle/Charlottesville/University of Virginia Emergency Communications Center (ECC) is soliciting proposals for a complete Enhanced 911 (E911) Telephone System with 15 call taker positions. Thirteen (13) positions will be located in the new ECC Facility at 2306 Ivy Road, Charlottesville, Virginia and two (2) positions will be located in the Fire Communications Center of the Charlottesville Fire Department Headquarters building at 203 Ridge Street, Charlottesville, Virginia.

The work to be performed includes furnishing of all equipment, accessories, labor, and materials necessary for the installation of a complete and fully operational enhanced E911 system. This new E911 system must be installed in a tandem configuration with the current E911 system in order to insure absolute continuity of emergency services.

Contractors are required to provide pricing for both a rental and lease/purchase option. Pricing must include all information outlined under the Pricing Details Section. Contractors may provide additional pricing information, detail, and explanations.

The ECC is a multi-jurisdictional public safety 911, Police, Fire, and EMS emergency communications center. The ECC serves and exists pursuant to an agreement for joint exercise of powers entered into among the County of Albemarle, City of Charlottesville, and the University of Virginia. The ECC is a public body with all powers and duties granted to it by the laws of Virginia.

The ECC is the primary Public Safety Answering Point (PSAP) responsible for receiving all 911 calls, the dispatching and monitoring of police officers, and the dispatching of emergency medical services for the jurisdictions listed above. Currently, the ECC serves as a relay station for the paid and volunteer Fire Departments within the above-described jurisdictions. Requests for fire response are transferred directly to the Fire Department's Communications Center (secondary PSAP) which is responsible for the dispatching and monitoring of all Fire Department units.

Operationally, when a 9-1-1 fire call for service is received by the ECC this call is rapidly transferred to the Fire Communications Center for processing. When the 9-1-1 call is answered by the fire dispatcher the conversation is instantaneously transmitted and heard over the Fire Department's "ORATOR" notification system and heard by the fire responders in each fire station located within the County, City and University. This function allows the responders to hear the nature of the call for service being discussed between the caller and dispatcher which in turn allows them to begin their response from the fire station before the call is actually dispatched thereby reducing their response time.

As an **optional cost**, the ECC is requesting pricing for an "ORATOR" notification or other similar functional type system to be located at the new ECC facility in addition to the "ORATOR" notification system that is located at the Fire Communications Center. The system for the ECC will require the same capabilities as Fire Communications except there will not be a requirement for audio speakers in the ECC as there is at the Fire Communications Center.

The ECC is currently located in the basement of the Charlottesville Police Department Building but will be moving to its new building located at 2306 Ivy Road. The new phone system will be installed in the new ECC facility and the Fire Communications Center. With the issuance of this Request for Proposal the new Emergency Communications Center will become operational immediately upon the successful installation and test and acceptance of the new enhanced 9-1-1 (E9-1-1) telephone system at both the new ECC and current Fire Communications facilities.

The Customer Premise Equipment (CPE) presently used is primarily a Positron system. The design of this system consists of two "ANI/ALI" controllers (one at the primary PSAP and one at the secondary PSAP), sixty (60) button keysets at the existing ECC workstations, and Norstar keysets integrated with Positron intelligent control modules and electroluminescent display modules at the Fire Department. The integration of the 9-1-1 CPE with the Norstar system at the Fire Department provides the fire department with the capability of answering 9-1-1 calls from any telephone keyset located within the Fire Department Headquarters building. However, the only telephone positions that can provide and display "ANI/ALI" information are the workstations with the 9-1-1 CPE.

The functionality and capabilities currently used in the receipt, transfer, and processing of Fire 9-1-1 calls for service shall be a minimum requirement for all proposals submitted in response to this RFP.

This specification establishes the minimum technical requirements for the installation of the Enhanced 9-1-1 (E9-1-1) Telephone System. Nothing in this specification shall relieve the offeror of supplying a totally turnkey system, including, but not limited to, any and all equipment and software necessary to provide complete system functional

performance. The ECC requires a single offeror, prime contractor, to supply the E9-1-1 system components under this procurement including, but not limited to, hardware, software, cabling and complete system management. The offeror's proposal shall explicitly affirm the acceptance of complete system turnkey and prime vendor responsibility. **It is the full intention of the ECC that this complete system will be installed and fully operational within 60 days of the signing of the contract with the successful offeror.**

The County of Albemarle, Virginia does not discriminate because of the race, religion, color, sex, or national origin of an offeror.

This procurement is governed by the procedures of the Virginia Public Procurement Act and the procurement procedures of the County of Albemarle, Virginia. Where applicable, the meaning of a word or phrase used herein shall be that meaning given in the Virginia Public Procurement Act.

CRITERIA FOR VENDOR SELECTION

Each proposal shall be evaluated based on its satisfaction of the requirements identified within these specifications as set forth herein. The following criteria is listed in order of importance and evaluation weights have been identified with each as follows:

1. Compliance with proposed hardware and software specifications outlined in this Request for Proposal. (20%)
2. System design, experience, qualifications, and company resources available to meet the maintenance needs, response time requirements, and emergency repair or replacement demands of the ECC and Fire Communications. (20%)
3. Proposed work schedule (60 calendar days from the signing of the contract), project management, installation, and implementation capabilities. (20%)
4. Ability of the proposed system to integrate with other ECC (primary psap) and Fire Communication (secondary psap) computer systems and networks (i.e. administrative telephone systems, orator notification systems, etc.). (20%)
5. Proposed cost with milestones appropriately identified. (20%)

SUBMITTAL INSTRUCTION-GENERAL Each offeror shall submit one original and 6 copies of its proposal.

Each proposal shall be in writing. Oral proposals, proposals received by telephone, Telecopier, fax or telegraph, shall be rejected.

Each proposal shall be submitted in a sealed opaque envelope with the outside of the envelope stating the name of the offeror, its mailing address, its telephone number, and the following identification: RFP NO. 2000-19

If a proposal is delivered by mail or by a parcel service, it shall be enclosed in an inner envelope labeled as required in the previous statement, and the inner envelope shall be enclosed in a mailing envelope or package.

The proposal must be signed by a person in order to be considered. If the offeror is a corporation, the proposal must be submitted in the name of the corporation, not simply the corporation's trade name. The offeror must state the corporate title of the individual signing the proposal.

All erasures, interpolations and other changes in the proposal shall be signed or initialed by the offeror. A proposal containing any conditions, omissions, erasures, alterations, or items not called for in the request for proposals may be rejected by the County as incomplete.

SUBMITTAL INSTRUCTION-SPECIFIC

Proposals must include but are not limited to the following information

- Lease/Purchase Pricing Information
- Rental Pricing Information
- List of Equipment components
- Complete component specifications
- Outline of product features
- Product brochures
- Sample contracts
- Sample maintenance agreement
- Installation schedule including milestones and work plan
- Project leader's name and contact information
- Warranty information
- References
- Bid Bond
- Certificate of No Collusion

SUBMITTAL AND RECEIPT OF PROPOSALS Each proposal must be received in the Albemarle County Purchasing Office, Room 248, 401 McIntire Road, Charlottesville, Virginia, 22902, by NOT later than 4:00 p.m. On WEDNESDAY, NOVEMBER 8,2000 .

Each proposal mailed or sent by a parcel service must be addressed to:

Mr. R. Edward Koonce, III
Purchasing Office, Room 248
County of Albemarle
401 McIntire Road
Charlottesville, VA 22902

Offerors are advised that mail and parcels are received by the County in a central mailroom, and then distributed to the various offices and departments within the County Office Building. The County makes no assurances that a proposal will be delivered to the Albemarle County Purchasing Office on the same date that is received in the mail room. It shall be the sole responsibility of each offeror to assure that its proposal is timely delivered. A proposal that is received in the County mail room but not received in the Albemarle County Purchasing Office by the date and time requested, for any reason whatsoever, will be rejected as untimely.

Each proposal will be time stamped upon its receipt and will be retained unopened in a secure location until the time and date set for opening the proposals. The time clock stamp in the Purchasing Office shall determine the time for the receipt of proposals. Each offeror is responsible for assuring that Purchasing Office personnel stamp its proposal by the deadline indicated.

In determining whether a mailed proposal is timely, no consideration will be given to the date of the postmark.

Proposals will be recorded as received and the time and date of receipt will be noted.

Each late proposal shall be returned unopened to the offeror.

IDENTIFICATION OF PROPRIETARY INFORMATION

Trade secrets or proprietary information submitted in a proposal shall not be subject to disclosure under the Virginia Freedom of Information Act. However, in order for this information to be protected from disclosure, the offeror must invoke the protections of Code of Virginia Sec. 11-52(D) prior to or upon submission of the trade secrets or

proprietary information. The offeror must clearly identify any part of its proposal considered to be protected as a trade secret or as proprietary information, and must state the reasons why protection is necessary.

Any offeror shall identify a trade secret or proprietary information by clearly stating Trade Secret or Proprietary Information adjacent to the particular information, and by clearly identifying the information to be subject to the protection, such as by encircling, highlighting, underlining or other similar means. The offeror shall state the reasons why protection is necessary on a separate page of the proposal.

Any offeror shall not identify as a trade secret or proprietary information those sections of the proposal that are material to the County's ultimate award of the contract, which includes pricing.

The County reserves the right to contact a offeror and to request that the offeror explain or clarify why the offeror identified certain information as a trade secret or as proprietary information.

PRE-PROPOSAL SITE VISIT

A non-mandatory, pre-proposal site visit will be held at 10 AM, Wednesday, October 25, 2000, at the new Albemarle/Charlottesville/University of Virginia Emergency Communication Center located at 2306 Ivy Road, Charlottesville, Virginia. Potential offerors are encouraged to visit. For more information, please contact Mr. Wayne Campagna at 804-971-1022, Tom Hanson at 804-970-3505.

LIQUIDATED DAMAGES

An amount of **\$100** per day in liquidated damages shall be charged to the selected offeror if this project is not completed within 60 CALENDAR DAYS of CONTRACT SIGNING.

ADDENDA

A offeror who requests clarification or interpretation of or improvements to this RFP's general terms, conditions, specifications or requirements shall make a written request which must be received in the Albemarle County Purchasing Office at least **seven** calendar days prior to the date set for the receipt of proposals.

If the Albemarle County Purchasing Office determines that an addendum to this RFP is necessary, the addendum shall be issued no later than **four** calendar days prior to the date set for the receipt of proposals. An addendum officially amends this RFP and may be used to modify, correct or add to the information contained herein.

An addendum extending the date for the receipt of proposals or withdrawing this RFP maybe issued at any time prior to the date set for the receipt of proposals.

It is the responsibility of each prospective offeror to provide the Albemarle County Purchasing Office with the name, address, and telephone number and fax number of the person to whom addenda should be sent.

The County may issue an addendum by fax or by any other means.

COMMENTS

It is the County's intent that this RFP promote competition. Each offeror is responsible for advising the County if any language, requirements, specifications, or other elements of this RFP inadvertently restrict or limit the requirements stated in this RFP to a single source. The Albemarle County Purchasing Office must receive the notification not later than fourteen days prior to the date set for the receipt of the proposals. A review of such notifications will be made.

The County solicits comments from all offerors concerning this RFP.

COMMUNICATIONS

Any communications pertaining to the scope of work must be made to:

Wayne Campagna
E911 Projects Coordinator
Emergency Communications Center
2306 Ivy Road
Charlottesville VA 22903
804-971-1022
wcampagna@ci.charlottesville.va.us

or

Tom Hanson, Director
Emergency Communications Center
2306 Ivy Road
Charlottesville, Va. 22903
804-970-3505
thanson@ci.charlottesville.va.us

Any communications pertaining to the preparation or submittal of a proposal, and all other communications with the Albemarle County Purchasing Office referred to in this RFP, Must be made to:

Mr. R. Edward Koonce, III
Chief of Financial Management
County of Albemarle
401 McIntire Road
Charlottesville, VA 22902
(804) 296-5854

PROPOSAL INSTRUCTIONS-GENERAL

Each offeror is responsible for examining and understanding this RFP and the documents attached hereto prior to submitting a proposal. Contracts will not be allowed extra compensation for conditions, which can be determined by examining the documents.

Each offeror shall demonstrate its ability to timely deliver the apparatus.

The County reserves the right to request verification, validation or clarification of any information contained in a proposal.

Each proposal shall not include taxes. Tax exemption forms will be furnished upon request.

The County reserves the right to waive any informality in a proposal.

Each proposal shall state the name, address, telephone number and fax number of the offeror; the name, address, telephone number and fax number of a responsible official of the offeror who shall be the offeror's contact person with the County.

PROPOSAL RESPONSE FORMAT

In order to provide for an objective and expeditious evaluation of the proposals, **each offeror shall address in writing, every section of this RFP.** Offerors shall respond to each RFP subsection in the order in which it appears in this RFP. Offerors are requested to use a font with bold and italics to clearly delineate their responses to each subsection.

A copy of this RFP is available in an electronic format (e-mailed as a Word document). Requests for a copy of the RFP in this format must be directed to Mr. R Edward Koonce, III, Purchasing Office, County of Albemarle, Virginia. Telephone number (804) 296-5854.

PRIOR EXPERIENCE/REFERENCES

Each offeror shall provide references from at least three previous contracts. The address, telephone number and a contact person must be furnished for these contracts.

The County reserves the right to make inquiries to any current and/or former contracts/clients, whether or not the clients are identified by the offeror in the proposal.

CERTIFICATE OF NO COLLUSION

Each proposal shall include a notarized Certificate of No Collusion. The certificate is attached.

TAXES

The County of Albemarle is exempt from state, local, and Federal sales, use, or excise taxes. All offers should reflect this fact.

MODIFICATIONS OF PROPOSALS

A proposal may be modified or corrected until the date and time that proposals must be received. The County shall reject a modified or corrected proposal received after the date and time those proposals must be received

An offeror who intends to modify or correct its proposal shall immediately notify the Albemarle County Purchasing Office in writing of its intentions.

A modification or correction shall be so worded by the offeror as to not reveal the original amount of the proposal.

A modified or corrected proposal shall be submitted as required and contain the additional notation on the sealed opaque envelope: Supersedes all previous submissions.

An offeror selected for negotiation with the County may be permitted to amend or modify its proposal, but only if approved by the County.

WITHDRAWAL OF PROPOSALS

A proposal may be withdrawn any time prior to the date and time that proposals must be received.

An offeror who intends to withdraw its proposal shall immediately notify the Albemarle County Purchasing Office in writing of its intentions.

A proposal may not be withdrawn after the date and time that proposals must be received and for one hundred twenty (120) days thereafter.

REJECTION OF PROPOSALS

The County reserves the right, at any time prior to the award of the contract, to reject any or all proposals, or any part thereof, to make no award, or to issue a new RFP.

INSPECTION OF RECORDS

Any offeror, upon request, shall be afforded the opportunity to inspect proposal records within a reasonable time after the receipt of all proposals but prior to award, except in the event that the County decides not to accept any of the proposals and to reopen the contract. Otherwise, proposal records shall be open to public inspection only after the award of the contract.

Any inspection of procurement transaction records shall be subject to reasonable restrictions to ensure the security and integrity of the records.

RELIANCE UPON REPRESENTATIONS

The County assumes no responsibility for any oral instruction, suggestion or interpretation given by a County officer, employee, agent or consultant to any offeror.

The statements contained herein are made for the purpose of informing and assisting prospective offerors in preparing proposals. None of the statements contained herein shall be construed to be a warranty or a representation of the Albemarle County Board of Supervisors or the ECC Board, their officers, employees, agents, or consultants. The County of Albemarle and its officers, employees, agents and consultants shall not be liable to any offeror or persons for any statement contained herein.

OTHER TERMS

Any costs incurred by any offeror during the competitive negotiation process, including but not limited to the costs incurred in preparing or submitting a proposal, shall be the offeror's sole responsibility. The County will not reimburse an offeror for any such costs.

All offerors inquiries or correspondence relating to or in reference to this RFP and all reports, charts, displays, schedules, exhibits and other documentation submitted by any offeror shall be the property of the County of Albemarle/ECC when it is received.

All references to the County, Albemarle County, Albemarle County Board of Supervisors, ECC Management Board means County of Albemarle, Virginia.

BRAND NAME

The brand name descriptions used in this RFP are intended to be descriptive only and are to indicate the quality and characteristics of products that will be satisfactory. Unless specifically required, proposals with products other than the referenced product will be considered for award if such products are identified in the proposals and the County of Albemarle in its sole discretion determines the product to be acceptable alternates in all material respects to the brand name product referenced. The offeror shall provide sufficient information to enable evaluation by the County of Albemarle of the acceptability of any alternates proposal.

CONTRACT REQUIREMENTS - GENERAL

The contract documents shall consist of the contract agreement, the proposal submitted by the successful offeror, this RFP, including the terms, conditions and required contract provisions but subject to the next paragraph, all attachments and modifications or corrections to the RFP, Proposal Bond, Performance Bond, Insurance Certificates and the Certificate of No Collusion.

The County reserves the right to amend or waive any of the required contract provisions and the right to use the contractor's standard contract form, either with or without modifications thereof. A sample County of Albemarle contract is included.

The contract documents shall be subject to and governed by the laws of the Commonwealth of Virginia. Any dispute arising out of the contract documents, their performance, or their interpretations shall be litigated only in the Circuit Court of the County of Albemarle, Virginia.

REQUIRED CONTRACT PROVISIONS

The contractor shall indemnify and hold harmless the County of Albemarle, Virginia, its officers, agents and all employees and volunteers, from any and all claims for bodily injury, and personal injury and/or property damage, including the cost of investigation, all expenses of litigation, including reasonable attorney fees, and the cost of appeals arising out of any claims or suits which result from errors, omissions, or negligent acts of the contractor, its subcontractors and their agents and employees.

The contractor's relationship with the County of Albemarle shall at all times be that of an independent contractor. The contract documents shall not be construed to designate the contractor, or any of its officers, employees, as employees or agents of the County of Albemarle.

Subject to the provisions below, the contract may be terminated by the County of Albemarle upon thirty days advance written notice to the contractor. If any work or service hereunder is in progress, but not completed as of the date of termination, then the contract may be extended upon written approval of the County of Albemarle until the work or services are completed and accepted.

In the event the contract is terminated or canceled upon request and for the convenience of the County of Albemarle, without the required thirty days advance written notice, the County shall negotiate reasonable termination costs, if applicable.

Termination by the County of Albemarle for cause, default or negligence on the part of the contractor shall be excluded from the foregoing provision. The Thirty days advance notice requirement is waived in the event of termination of cause, and the County of Albemarle shall not pay any termination cost.

During the term of the contract, the contractor shall not, without the prior written permission of the County of Albemarle, accept from other clients any assignments or tasks which substantially conflict with the objectives of the contract. The contractor shall give written notice to the County with respect to any such assignments or tasks. The notice shall set forth in reasonable detail the services the contractor would undertake to perform in connection with such assignments or tasks. The County agrees

to grant or deny its consent to the contractor's acceptance of the assignments or tasks described in the notice within ten days after the notice is given. The County shall be deemed to have granted its consent if no action is taken by the County within said ten-day period.

The contractor shall maintain workers' compensation insurance as required by the Commonwealth of Virginia during the term of the contract.

The contractor shall accept full and exclusive responsibility for the payment of any and all contributions or taxes, or both, for any unemployment insurance, medical and old age retirement benefits, pensions, and annuities now or hereinafter imposed under any law of the United States or any State, which are measured by the wages, salaries or other remuneration paid to persons employed by the contractor on the work to be performed under the contract or in any way connected therewith. The contractor shall comply with all administrative regulations and rulings thereunder with respect to any of the matters. The contractor shall reimburse the County of Albemarle for any of the contributions or taxes, or both, or any part thereof, if by law the County may be required to pay the same or any part thereof.

During the performance of the contract, the contractor shall agree as follows:

The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state it is an equal opportunity employer.

Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

The contractor will include the provisions of this section in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. The contract may be modified during performance, but no fixed-price contract may be increased by more than twenty-five percent of the amount of the contract or \$10,000, whichever is greater, without advance written approval of the Board of Supervisors of the County of Albemarle. In no event may the amount of

the contract, without adequate consideration, be increased for any purpose, including but not limited to, relief of any offeror from the consequences of an error in its offer.

The contractor shall not assign or transfer its interest in the contract or any of its respective rights hereunder without the prior written permission of the County of Albemarle.

The contractor shall acknowledge that Code of Virginia, sections 11-72 through 11-80, which is a part of the Virginia Public Procurement Act, relating to Ethics in Public Contracting, are applicable to the contract.

The contractor must be licensed to transact business within the Commonwealth of Virginia.

The contractor shall obtain and maintain a business license from the County, if required by the Albemarle County Code.

The contractor shall present to the County of Albemarle, contemporaneously with the execution of the contract, proof of authorization for the signatory party to execute the contract on behalf of the contractor.

The Agreement will be subject to annual funding by the Board of Supervisors of the County of Albemarle, Virginia for the services and work specified hereunder. In the event the Board of Supervisors fails to appropriate the funds necessary to perform the services and work specified in the Agreement and other contract documents, this Agreement shall be deemed canceled, with no penalty to the County, and of no effect, provided notice of such cancellation is given to the contractor within Ninety (90) days of the Board Of Supervisors final approval of the annual County budget. When funds are not appropriated or otherwise made available to support continuation of performance of the service or work that is subject of this Agreement in a subsequent fiscal year, the Agreement shall be canceled in accordance with this provision and the contractor shall be reimbursed for the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under the Agreement.

QUALITY AND WORKMANSHIP

All workmanship and materials shall comply with all federal, state and local laws, municipal ordinances, regulations, codes, and directives. The contractor shall obtain and pay for all permits and licenses required for the performance of the work.

DELIVERY

All delivery, freight, and installation charges (FOB Charlottesville designated location) are to be included in the price.

ACCEPTANCE TESTING

The contractor shall be required to provide an acceptance testing procedure for approval by the ECC. These tests shall be designed to demonstrate that the hardware and software, which was installed, will meet all of the requirements of this set of specifications. Tests of the system under high traffic load and power fail conditions will be required. The ECC and Fire Communications Center requires the testing to incorporate both the system provided by the successful offeror as an integrated system as well as the system and service provided by the local exchange carrier to insure operation of the E9-1-1 system as a whole system. As part of this test, the system will be required to run for a minimum of 30 consecutive days without any hardware or software fault or failure.

The day following final acceptance shall be the anniversary date for maintenance contracts. This date shall also be used as the start of the warranty period.

FAILURE TO MEET TEST

If a failure occurs, the offeror will be given the opportunity to repair the problem and retest. After three such failures, whether of the same or different components, the acceptance test will be judged to be a failure.

LIABILITY

The successful offeror shall defend any and all suits and assume all liability for the use of any patented process including any device or article forming a part of the apparatus or any appliance furnished under the contract.

SYSTEM REQUIREMENTS

FCC Rules

All equipment must comply with any and all Federal Communications Commission Rules and Regulations, including part 68. Proposed equipment must have been in service, providing enhanced 9-1-1 support, for at least six (60 months).

Fault Tolerant

Overall design of the ANI/ALI system shall be fault tolerant. The customer premise equipment shall be designed in such a manner that one single point of failure does not totally disable overall operation of the system.

Automatic Number Identification (ANI) Controller

Equipment shall be capable of allowing direct trunking to/from Class 5 offices or equivalent with ANI/Selective Routing

Equipment must support standard 911 fixed and manual call transfer and conference capabilities

Equipment must be capable of identifying to the ALI controller the caller's telephone number as transmitted by the Tandem control office, the enhanced 911-trunk number over which the call arrived, and the call taker position, which answered the call.

Equipment must be capable of displaying 911 caller's 10-digit telephone number to call taker immediately following answer of incoming call, even if call is abandoned prior to call taker answering the call

Equipment must be capable of storing, for retrieval by call taker, the 911 caller's telephone number in the event caller hangs up before or after answer by the call taker. Equipment should have the ability for one button call back to caller's number without call taker having to dial the telephone number sequence

Equipment must be capable of reverse ALI lookup through transmission of a telephone number through the ALI controller to the MSAG database to retrieve information related to the telephone number. System should include information that the operator is requesting a reverse ALI lookup

Equipment must have or be capable of interface to contractor provided alarms, which will advise of failures in the equipment. The alarm condition should also be displayed at the supervisor's position.

Automatic Location Identification (ALI) Controller

Equipment must interface and accept calling number, trunk number, and position number data from ANI controller

Equipment must interface with Sprint, the regulated local exchange carrier (LEC) ALI database computers with at least two (2) analog output interfaces for the transmission and receipt of data. The required CSU/DSU (Sprint utilizes a 4430 data package) to connect to the two ALI data channels will be provided by the vendor.

Equipment must be capable of retrieving, storing, and displaying the entire ALI data stream from the LEC ALI database. Display must be capable of conforming to NENA Database Standard Practice 03-001.

"Reverse ALI" or "ALI Query" is available through Sprint and is permitted solely for the purpose of responding to emergency calls made to the primary and secondary PSAP. In the current agreement for regulated service, it is understood and agreed that all information provided by Sprint to the customer is confidential and proprietary and is to remain at all times the company's property. Sprint's "ALI" database is currently co-located in Bristol, Tennessee and Johnson City, Tennessee.

Controller must have CAD output port with AT&T enhanced 911 standard communications protocol.

Equipment must be capable of repeat ALI function via a single push-button operation which will cause the system to redisplay and/or retrieve ALI data on the current call and display the data on the ALI screen.

Equipment must provide output to drive ANI/ALI printer(s). The interface must drive a printer in a continuous format, real time mode without operator intervention. Printer device(s) are to be provided as part of this proposal. Printer(s) must be alarmed to sound an audible warning if it/they should fail, including out of paper, and go to an off-line condition.

ANI/ALI printer(s) must provide a call detail report that provides:

- Incoming trunk number
- Position number that received the call
- Date
- Time the call was received by the system
- Time the call was answered

Time the call was transferred
Time the call was terminated
Caller's telephone number (ANI)
Caller's location information (ALI)

Printer shall not emit excessive noise, which disrupts the work environment of the PSAP. Contractor will provide a rack mounting to house the printer(s) and associated paper supply. ECC will select the final location for printer(s) at time of contract negotiation.

Equipment must provide an output to a computer screen located at each call taker position. Screen display must be a replication of the information retrieved from the LEC ALI database

Equipment must be capable of providing display of all ten (10) digits of a landline or wireless telephone number

Equipment must be capable of providing display of a second ten (10) digit telephone number should the 911 caller have either local landline/wireless service provided by an alternative local exchange carrier (ALEC)

Call Taker Workstations

Call taker workstations must be PC based

Workstation operating system must be Windows NT 4.0 or Windows 2000

Workstations must be able to support display data in accordance with the provisions of FCC Docket 94-102

Workstation must have sufficient capacity to operate your proposed system. In addition to the components needed for the operation of your system the minimum specifications are:

- 600 MHz Pentium III processor
- Intel 820 chipset
- 256mb RDRAM memory
- 10gb hard drive
- Network interface card
- 3.5" diskette drive
- CD drive

Flat Panel/LCD monitor-minimum 17"actual viewing size, compliant with VESA

wall arm mounting standards (pricing is requested for touch screen technology as an **optional** cost)

Workstations must include automatic TDD detection, a TDD response screen, and support a minimum of twenty (20) user developed pre-programmed TDD response messages. TDD detection is required for all 9-1-1 trunks and non-emergency published 7 digit lines. TDD equipment must meet ADA requirements. The TDD conversations shall be printed.

Workstations must provide operator push-button ability to request repeat ALI, operate both fixed and manual transfers, and disconnect from a caller following transfer to another PSAP or non-PSAP agency.

The telephone shall be digital with optional ACD functionality and provide system level and agent level management information reports. The Automatic Call Distribution (ACD) function is not a requirement of this proposal but may be offered as an optional cost.

Telephone Set

There is an initial requirement for fifteen (15) 911 answering positions. Future growth to twenty-five (25) positions is planned.

Telephone set shall support a minimum of Fifteen (15) Centrex stations, six (6) ring down lines, and twenty-four (24) user programmable speed dial buttons.

Telephone sets must provide lamp indicators showing non-use, ringing, in-use, and on-hold status for each line appearance with a lamp signal which clearly distinguishes the current status of the line.

A minimum of two (2) supervisor's consoles will be equipped with monitor capability for any position on any phone line. The monitoring will not cause any audio or visual disturbance at the monitored console, and it shall not impact the level of hearing ability by the monitored call taker. The supervisors' consoles shall have break-in capability. Each position shall have the ability to visually alert the supervisor's of a problem call. Supervisor's consoles shall provide real time display of agent status, logged-on, logged-off, and make busy.

Each telephone set must be capable of supporting both handset and headset connections.

Headset connections must be capable of joint interface to the radio headset jack so that the headset may be used for both telephone conversations and radio

transmissions Push to talk on the radio console will automatically mute telephone set audio. A duplicate headset jack for 911 monitor/training is required at each position. There must be no degradation of sound quality when there is more than one person plugged into a call.

The contractor will supply both handsets and headsets. The headsets shall be lightweight with a headset ear piece speaker, a microphone, a 10' coiled cord with quick disconnect, a 10 foot coiled cord extension, a mute switch, a microphone preamplifier with volume control. A quantity of **fifty (50)** headsets will be required. Supply costs for three different styles of headsets. The ECC will select types and quantities at the time of contract negotiations. **Do not include the cost of the 50 headsets in your base cost.** Six (6) wire headsets are preferred.

A Digital Recording System is planned for installation in the new ECC. Procurement and and or selection for this system has not been finalized. The digital recording system to be installed shall be capable of recording both telephone and radio communications traffic. The logging recorder system shall be capable of search by time (hour, minute, second, etc.), date, and position channel or an instant play back module.

Dual "Instant Recall Recording" (IRR) will be a critical function in the daily operations of the ECC and Fire Communications Center and shall be a required capability of this procurement. The method for obtaining this feature and the user friendliness of this function for telephone and radio will be important.

Equipment must interface on a per position basis to instant replay voice recorders and a central logging recorder. Equipment must provide a hook-switch indication to recording equipment.

It shall be the contractor's responsibility to provide a connection of the voice path of telephone sets to the instant recall recorders.

It shall be the contractor's responsibility to bring the voice path of all telephone sets to a de-marc block within the proximity of the logging recorder for cross connect purposes.

Each telephone set shall have the ability to adjust the transmit and receive voice levels of all lines to accommodate the special needs of the call taker.

The telephone set must have the ability to provide caller-id on the existing 7 digit emergency lines. The caller id function shall be displayed at each telephone set. The caller id shall have the ability to display 10 digit numbers. The caller id

information shall print out on a printer and be captured/ recorded by the management information database.

The LEC will provide a control function from their West Main Street office to the ECC to enable alternate (default) routing of 9-1-1 service in case of major failure at the ECC.

Telephone System (Optional Pricing Requested)

The telephone system shall be a digital PBX switch for both 9-1-1 trunks and 7-digit non-emergency trunks. The PBX switch shall also be utilized to provide administrative telephone services within the new ECC facility and must support modern PBX features and functionality.

The PBX switch proposed must be able to provide the following capabilities:

- Direct-Inward –Dialing (DID)
- Direct-Outward-Dialing (DOD)
- Direct-Inward-System-Access (DISA)
- Redundant (Dual) Computer Common Control
- Power Failure Transfer
- Speed Dialing; System Wide and Individual Station
- Toll Restriction; by area code, by station line; and by phone number
- Support 4-Wire E&M Tie Lines
- Support 2-Wire Ring Down Circuits
- Caller I. D. for administrative telephones
- Voice Mail

System Sizing

9-1-1 Trunks – Wireline	10
9-1-1 Trunks – Wireless	8
Non-emergency Lines	10
Ring-Down Circuits	6
Out Dial Trunks	19
DID Trunks	6 (Optional)

Management Information System

The system shall be capable of providing a Management Information System with reports on both enhanced 911 trunks and non-emergency 7 digit line calls. Types of reports needed include

- Number and type of call (emergency, non-emergency, TDD, wireless)
- Number of inbound and outbound calls by date, time, and trunk group
- Number of call minutes by time of day and trunk group
- Number of calls answered by person
- Average call ringing and call handling times per position and trunk group
- Minutes all trunks are busy by time of day
- Trunk failures and failure to release
- Number of calls held in queue by time and call queue
- Number of abandoned calls by time and call queue
- Answered calls by position
- Call taker who answered the call
- Time of seizure
- Answer time
- Time of call transfer
- Time of call termination
- Call duration
- Duration of time call on hold
- Time call taker in after call work mode
- Ad hoc reports

Contractor shall specify all hardware required for the management reporting system including disk drive capacity required to store 13 months of data.

Training

The contractor shall provide the ECC with a comprehensive training program designed to assist the ECC in making ECC personnel proficient in the operation of all system components. The training will be for up to 50 people and should be scheduled in several sessions to accommodate shift schedules. Training should also be offered at off-hours to accommodate personnel on evening and midnight shifts.

The contractor shall provide manager and supervisor training which includes reporting, and troubleshooting. This training will be for up to 15 people.

The ECC will provide training space. The contractor will provide a training manual for each person trained. The training manual shall also be provided as a Word file. The ECC reserves the right to video/audio tape the training sessions

and make copies of the training manual.

Documentation

The contractor shall furnish three (3) complete equipment manuals. The equipment manual shall also be provided as a Word file. Manual updates shall be provided for the life of the system.

MAINTENANCE REQUIREMENTS

On-site Maintenance

On-site maintenance shall be available 24 hours per day, 365 days per year. Preventative maintenance shall be performed on a regular basis to be agreed upon with the ECC. Contractors shall include a proposed preventative maintenance program.

The ECC shall require a fully trained and competent technician to return calls for maintenance and repair support within 30 minutes. If it is determined that on-site maintenance is necessary for the resolution of major technical problems, the technician shall be required to arrive within two hours from the time the first call for service was placed. Major technical problems are any failure that creates a loss of over ten percent (10%) of 9-1-1 trunks, incoming and outgoing lines, intercom calls or equipment. The offeror shall indicate the location (City and Address) that repair personnel will be dispatched from and method of notification of repair personnel.

Personnel Experience

The ECC requires competent and trained personnel who have at least two years primary assignment to and experience in trouble-shooting the proposed ACD and Enhanced 911 equipment and devices. Maintenance shall include hardware, software and communication components, and any other equipment installed by the vendor or their sub-contractor(s). Offerors shall provide resumes of all personnel who will be assigned to perform maintenance and repair on the system including location from which they would respond to a call for service.

Twenty-Four Hour Repair Number

The Contractor shall provide the ECC with a toll free telephone number dedicated to the reporting of trouble for the ANI/ALI and telephone systems. The telephone number shall be staffed by competent personnel who have knowledge of the importance of resolving repair problems associated with the Enhanced 911 equipment. The telephone number shall be staffed 24 hours per day, 365 days per year.

Remote Diagnostics

The Contractor shall have the capabilities to perform remote diagnostics on the ACD and ANI/ALI system. The ACD and ANI/ALI system shall be capable of performing self-diagnostics and initiating alarms that will automatically notify the Contractor of potential system problems. The alarms shall be transmitted to the Contractor via standard telephone line as well as to the supervisor's positions in the PSAP. Describe Supervisor's display device and provide examples of alarm conditions, which would be displayed at the supervisory positions. The system should automatically disable any faulty unit(s), busy out defective trunks and ensure all system functions and features are still in operation. Physical replacement of any damaged individual component parts shall be simple (15 minutes maximum) and must not interrupt overall system operation.

Should any piece of equipment require repair, it shall be repaired or replaced within four hours of the report of the failure. The contractor will provide and install comparable loaner equipment, if necessary.

A maintenance and administrative position shall be provided with the system and installed in the telephone equipment room. Using this position and a telephone line, it shall be possible to dial into the ACD and ANI/ALI controller and perform tests, view alarms and diagnostics or reconfigure the ACD and/or ANI/ALI controller.

If a trouble call is resolved through remote diagnostics, the Contractor shall notify the ECC on-duty PSAP Supervisor as soon as the problem is resolved and indicate when the problem was resolved and what the problem was determined to be. The name or some other form of identification of the technician who resolved the problem shall be provided to the ECC at the time of resolution. All trouble reports shall be assigned a ticket number for tracking purposes.

Responsibility with Local Exchange Carrier (LEC)

The Contractor shall be responsible for notification to the responsible Telephone Company (LEC) for repairs that must be initiated by the Telephone Company for

trunk, circuit, or other similar failures that are their responsibility. The Contractor shall be responsible for the resolution of all repair and trouble issues with the responsible Telephone Company. The Contractor shall report to the on duty PSAP Supervisor when trouble calls have been directed to the Telephone Company and what actions are being taken by the Contractor and the Telephone Company to resolve the problem.

If it is determined the Contractor has directed, in error, a trouble call to the Telephone Company and the Telephone Company charges the County for a service call, the Contractor shall be responsible for these charges.

Spare Parts

The Contractor shall maintain a complete store of critical spare parts for the system. The Contractor shall identify all critical components of the system and provide that list to the ECC with the assurance that the parts will be available and stored at a location within driving time of the two-hour response deadline. Point of storage shall be disclosed to the County in your response. Contractor will be responsible for the return of components to a repair or manufacturing facility. State the time duration for which you will guarantee the availability of spare parts and maintenance support.

Maintenance Costs

Offerors shall provide costs for 24 hour per day, 7 day per week maintenance services. Maintenance costs shall include all ancillary costs (e.g., parts, labor, shipping, etc.). Include pricing for Preventative Maintenance visits on a weekly and biweekly basis.

INTERFACE WITH RADIO SYSTEM

The ECC plans to install a micro- based 800 MHz Radio System in 2002. Implementation and operation of this system will be an eighteen (18) to twenty-four (24) month process. Presently we are actively involved in negotiation with Motorola for the procurement of this system. Given this implementation schedule the ECC and Fire Communications Center will continue to utilize the current systems (i.e. 450-460 MHz UHF, 155 MHz VHF, and 46.46 low band) for radio communications. Actual integration with 800 MHz system will not occur until 2002.

INTERFACE WITH CAD SYSTEM AND OTHER ECC/FIRE COMPUTER SYSTEMS

The ECC is at present installing a micro based Computer Aided Dispatch (CAD) system. The CAD System being installed is a Printrak International, Inc. system that was procured by the ECC earlier this year. The CAD System is scheduled to be operational in late February 2001. Printrak has recently been acquired by Motorola Inc. The ability of the proposed E911 telephone system to integrate with the CAD System and other micro-based systems is a selection criterion.

Integration includes the ability to use the same workstation, monitor, keyboard, or mouse for more than one computer system. This RFP does not require that you install other systems on your proposed workstation. However, the selection process will consider the ease with which your workstation s can be made to accommodate other systems and the flexibility of your systems and hardware in this regard.

STATEMENT OF WORK

A sample Statement of Work is attached.

INSTALLATION REQUIREMENTS

The work to be performed shall include the furnishing of all labor, materials, equipment, drawings, engineering, and services necessary to the installation of a complete E911 telephone system.

All wiring and connectors must be installed in strict adherence to standard communications installation practices and applicable federal, state, and local codes.

All cable must be labeled at both ends, neatly laced, dressed and adequately supported.

The contractor must take the necessary precautions to protect the building and is responsible for any damage to floors, walls, doors, or existing wiring.

The contractor must take the necessary steps to minimize disruption, which may result from its work.

The contractor must appoint a project manager who will act as the single point of contact.

Provide scale drawings indicating the footprint of your proposed central system, and call taker workstation. Including any required equipment adjacencies and the environment parameters required to support the proposed equipment.

EQUIPMENT ROOMS/RAISED FLOOR

Equipment rooms in the new ECC facility are located on the first floor of the new two-story facility almost directly underneath the PSAP/Dispatch area that is located on the second floor of the facility. The planned location for the E9-1-1 telephone equipment to be installed in support of the E9-1-1 telephone equipment to be located on the second floor will be on the first floor in a room which is adjacent to the equipment room with the demarcation point. Connectivity between these two rooms can be accomplished via a four (4") conduit approximately fifteen (15') in length.

This equipment room should have ample space for wall mounted wiring and rack mounted equipment. Access from the first floor equipment rooms to the second floor will be accomplished by use of two (2) four (4") inch conduits already installed. The conduits enter the second floor PSAP area through a sub-floor, which is underneath an eight (8") inch high raised carpet covered access floor. The access floor design consists of two (2') feet by two (2') foot square tiles that can be removed to gain access to electrical power and wire management trays previously installed. Four (4") inch diameter cutouts have been placed in some of the tiles to provide access for wiring between the workstations and underneath the floor.

The equipment room for the Fire Communications Center is located on the first floor of the Fire Department Headquarters' building adjacent to the PSAP area. However, there is no access for wiring via a dedicated conduit between the two (2) rooms. The fire communications room (PSAP) will have a carpeted floor but it will not be a raised floor. A site visit is highly recommended to this location by all potential offerors before making final submissions.

CEILINGS

The ceilings in the new ECC are predominately a suspended acoustical grid type ceiling system. Some ceiling areas have been completed with gypsum board/drywall materials. Access through the ceiling areas of the PSAP/Dispatch area in the new ECC was not planned for.

The ceiling area of the fire communications room is a suspended acoustical grid type ceiling as well.

EXCEPTIONS

All exceptions shall be stated no matter how seemingly minor. Any exceptions not

taken shall be assumed by the purchaser to be included in the proposal, regardless of the cost to the offeror.

PUBLIC LIABILITY INSURANCE

The successful offeror shall, during the performance of the contract and for three (3) years following acceptance of the product, keep in force at least the following minimum limits of public liability insurance:

Products/Completed Operations Aggregate	\$2,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000

Coverage shall be written on either a Commercial or Comprehensive General Liability form. The policy shall be written on an occurrence form and shall include Contractual Liability coverage. The policy shall include owner as an additional insured as their interest may appear.

The required limits can be provided by one or more policies provided all other insurance requirements are met.

Workers' Compensation Insurance will comply with the laws of the Commonwealth of Virginia.

A Certificate of Insurance indicating the County's requirements will be required before contract signing.

The Certificate of Insurance shall name the "County of Albemarle, Virginia" as an additional insured (except as to Worker's Compensation insurance) and shall provide that the County shall receive (the word "endeavor" shall be stricken from the standard cancellation notice provision) thirty (30) days' prior written notification if any insurance required under this contract shall be canceled.

Coverage shall be provided by a carrier(s) rated "Excellent" by A.M. Best.

YEAR 2000 COMPLIANCE

All offerors shall submit a written document with each proposal stating that their apparatus shall not experience any operational problem due to date processing errors related to the transition between years, including the years 1999 and 2000, or due to leap year calculations. This requirement will not be waived.

WARRANTY

The contractor shall warrant that all equipment shall conform to the proposed specifications and be free from defects in material, workmanship, and title for at least one (1) year from the date of acceptance. Interim periods between the manufacturer's standard warranty and the date of acceptance will be the contractor's responsibility. Warranty repairs will be made at no cost to the ECC for a period of one (1) year from the date of acceptance. Replacement parts for the proposed equipment shall be available for a minimum of five (5) years.

COMMENCEMENT OF WARRANTY

Warranties will not commence until the project, in its entirety, has been fully accepted by the ECC and Fire Communications Center as outlined in the acceptance testing section.

PROPOSAL BOND

A PROPOSAL BOND SHALL BE SUBMITTED WITH ALL PROPOSALS AND ANY PROPOSAL WITHOUT A PROPOSAL BOND WILL NOT BE CONSIDERED. Offeror shall supply a proposal bond in the amount of 5% of the proposed price. The proposal bond shall reference the warranty coverage and terms on the face of the bond.

If the successful offeror does not manufacture the chassis, the offeror shall supply a separate warranty bond, in addition to their performance bond, along with their signed contract. This warranty bond shall guarantee all terms and conditions of the warranty and names both the offeror and chassis manufacturer as co-principals. This warranty Bond shall be issued for the contract amount and shall remain in force for a term, which is consistent with the term of the warranty quoted in the proposal.

PERFORMANCE BOND

The successful offeror shall furnish a 100% performance bond within fifteen (15) days of the contract execution.

PRICING DETAILS

The following is an outline of pricing information that must be itemized. Additional information, detail, and explanation may be provided.

Lease/Purchase Option Costs

- System software
- Central equipment
- Call Taker workstation hardware
- Workstation software
- Telephone Set
- Headset
- Installation
- Training
- Spare Parts (List)
- Other Costs (List)
- Total Costs

- Monthly Payments
- Number of months

- Monthly maintenance Costs

Rental Option Costs

- System software
- Central equipment
- Call Taker workstation hardware
- Workstation software
- Headset
- Handset
- Installation
- Training
- Spare Parts (List)
- Other Costs (List)
- Total Costs

- Monthly Payments
- Number of months

- Monthly maintenance Costs